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CONFIRMATION NO. 3316

SERIAL NUMBER 09/944,836	FILING DATE 08/31/2001 RULE	CLASS 345	GROUP ART UNIT 2179	ATTORNEY DOCKET NO. 1160215/0531072
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APPLICANTS

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** CONTINUING DATA *****

This appln claims benefit of 60/281,637 04/05/2001

YES

** FOREIGN APPLICATIONS *****

NONE

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 10/03/2001

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance	CO	7	39	6
Verified and Acknowledged	Examiner's Signature <i>[Signature]</i> Initials <i>[Initials]</i>				

ADDRESS

26874
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TITLE

System and method for automated end-user support

FILING FEE	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
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